

MICHIGAN DEPARTMENT OF COMMUNITY HEALTH

NOTICE OF PROPOSED POLICY

Public Act 280 of 1939, as amended, and consultation guidelines for Medicaid policy provide an opportunity to review proposed changes in Medicaid policies and procedures.

Please review the policy summary and the attached materials that describe the specific changes being proposed. Let us know why you support the change or oppose the change.

Submit your comments to the analyst by the due date specified. Your comments must be received by the due date to be considered for the final policy bulletin.

Thank you for participating in the consultation process.



Director, Program Policy Division  
Bureau of Medicaid Policy and Actuarial Services

<b>Project Number:</b>	0428-HCEP	<b>Comments Due:</b>	October 21, 2004	<b>Proposed Effective Date:</b>	To be determined
<b>Mail Comments to:</b>	Eligibility Policy Bureau of Medicaid Policy & Actuarial Services Medical Services Administration P.O. Box 30479 Lansing, Michigan 48909-7979				
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<b>Policy Subject:</b>	Michigan Quality Community Care Council				
<b>Affected Programs:</b>	Medicaid				
<b>Distribution:</b>	HCEP				
<b>Policy Summary:</b>	Establishment of the Michigan Quality Community Care Council				

# Proposed Policy Draft

Michigan Department of Community Health  
Medical Services Administration

**Distribution:** HCEP Manual Holders

**Issued:** XX/XX/XX

**Subject:** Michigan Quality Community Care Council (QCCC)

**Effective:** To Be Determined

**Programs Affected:** Medicaid

The Michigan Department of Community Health (MDCH) and the Tri-County Aging Consortium have entered an agreement under the Urban Cooperation Act, Public Act 7 of 1967, to create the Michigan Quality Community Care Council (QCCC). The QCCC is an independent governmental agency formed to enhance and expand the provision of personal care services rendered by individual providers, including the creation and maintenance of a registry(ies) of qualified direct care workers. The QCCC will also facilitate and coordinate support services for individual providers of personal care services in order to improve the quality and outcomes of services provided to Home Help beneficiaries.

Every individual personal care provider will be associated with and eligible for support from the QCCC. This bulletin introduces and describes the QCCC and its responsibilities.

## Definitions

The following terms will be used throughout this bulletin.

**QCCC:** Quality Community Care Council

**Provider:** Individual provider of personal care services. This does NOT include agencies.

**Beneficiary:** The Medicaid beneficiary who is receiving Home Help services.

**Registry:** A listing(s) of individual personal care providers who meet enhanced qualifications and/or who may have special training. There may be several regional registries. Participation in the registry is voluntary. Individual providers may choose to be included on the registry. The registry will include only those individual providers who apply and are screened and accepted for listing on one or more registries. To be accepted, an individual provider must meet criteria for registry membership (e.g., training, experience, background, references) as established and applied by the QCCC.

Registries are intended to make potential individual provider candidates available for final screening by beneficiaries seeking a provider, for accessing providers who may be available to provide emergency or back-up services, and for situations where specialized qualifications are sought by a beneficiary. However, a beneficiary is not required to select a provider from only those candidates on a registry.

An underlying principle of the QCCC is the beneficiary's right to decide from whom and how they receive their services, as long as selected individual providers meet the minimum requirements of the Medicaid program. The beneficiary is responsible for managing the individual provider, including selection of any individual who meets Medicaid qualifications and dismissal of that individual, if necessary.

**NOTE: The creation of the QCCC does NOT:**

- Change the method of obtaining Home Help services.
- Change the Family Independence Agency's (FIA) role and responsibilities in implementing the Home Help program.
- Change the services provided or the number of hours of services received.
- Change the beneficiary's right to select any qualified individual as their home help provider.
- Change the beneficiary's responsibilities for selecting, hiring, directing, or dismissing, if necessary, the provider.
- Change the payment schedule or method of payment.
- Change the enrollment process and payment methodology for Home Help services through the FIA.

**The QCCC WILL:**

- Provide a support system for beneficiaries and providers.
- Assume the responsibility, under an agreement with the State and federal regulations, for the payment process. (NOTE: The payment process itself will not change -- only the agency that has responsibility for it.)
- Create and maintain a registry(ies) of individual home help provider candidates to improve beneficiary access to individual providers.

## **Support**

The QCCC will support the Adult Services program of the Family Independence Agency (FIA) by the following activities. These activities often involve FIA workers becoming engaged in problem-solving to assist the beneficiary in procuring and managing his provider so that he may be assured of receiving Home Help Services:

- Offering a registry(ies) of individual providers for beneficiaries who
  - Cannot find a provider.
  - May require a replacement provider on an emergency basis.
  - Require a provider with advanced training for specialized needs.
- Providing a support system for beneficiaries who use Home Help providers. The support system may assist access to beneficiary training in employer responsibilities, assist in dealing with personalities and problem situations, and assist in other employer-related activities.
- Assisting beneficiaries by facilitating access to help with employer/employee issues and problem solving.
- Maintaining a support system for individual providers, assisting the provider with ways to access assistance in removing barriers to work (e.g., child care or transportation services, information about benefits the provider may be eligible for), and serving as a resource pool to assist in maintaining employment.

## **Assisting the Beneficiary with Finding a Provider**

The QCCC may provide the following services to assist beneficiaries:

- Establishing and maintaining a registry(ies) of qualified individual providers as a resource to assist beneficiaries in finding providers.
- Conducting recruitment and retention programs to expand the pool of individual Home Help providers.
- Developing a system that facilitates provision of routine and emergency referrals of qualified individual providers.

### **Assisting the Provider to be Successful in Serving the Beneficiary**

The QCCC will provide the following services to assist providers:

- Evaluate barriers to employment; disseminate information to individual providers and beneficiaries, with referral to provider supports that enhance retention.
- Facilitate and coordinate mentoring services that support beneficiary-provider relationships.
- Facilitate and coordinate advanced training for individual providers to increase workforce capabilities.

Effective with this policy bulletin, the FIA will use the QCCC as a resource for obtaining qualified individual Home Help providers. Individual providers will automatically be considered participants in QCCC when they have been approved by FIA as a Home Help provider for a beneficiary, and selected to serve as a provider by a beneficiary.

Home Help beneficiaries and individual providers will be sent information regarding the QCCC, its purpose, goals, and benefits. The information will also contain specific instructions for participation in the QCCC and will identify methods of making contact and acquiring additional information.

### **Contact Information**

Individuals seeking more information regarding the QCCC may review the information at the website at (TO BE DETERMINED) or through e-mail at (TO BE DETERMINED).